

# O\*NET FOUNDATIONS SERIES



## FAQ'S AND RESOURCES

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### **Q: What is O\*NET?**

A: The Occupational Information Network (O\*NET) system is the premier source of intelligence on occupational competency requirements and characteristics. The data in O\*NET describes the day-to-day aspects of a job and the qualifications and interests of the typical worker. It also defines characteristics of occupations across the world of work.

O\*NET is packed with useful information for anyone interested in career planning or development including employers, job seekers, HR professionals and school counselors. DOL supports the O\*NET system through a grant with the NC Department of Commerce, Division of Workforce Solutions. O\*NET was first released in June 2001.

### **Q: What is O\*NET?**

A: O\*NET is a powerful web-based application that provides user-friendly access to occupational information contained in the O\*NET database. It offers users the opportunity to:

- Find occupations to explore;
- Search for occupations that use their skills;
- Look at related occupations;
- View occupational summaries of the worker and requirements of the work;
- View details of occupations, such as skills, knowledge, interests, and activities;
- Use crosswalks from other classification systems to find corresponding O\*NET occupations;
- Connect to other on-line career information resources.



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## FAQ'S AND RESOURCES

### **Q: What are the advantages of using O\*NET information?**

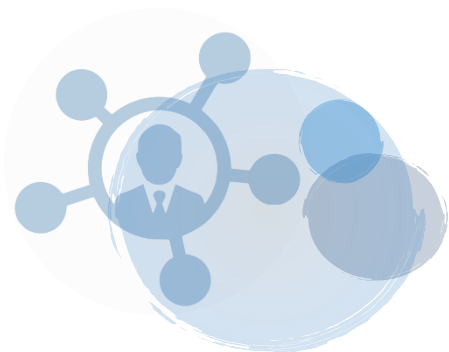
A: Workforce professionals, job seekers, and employers can use O\*NET for job matching and training for:

- Writing job descriptions and résumés.
- Identifying competencies.
- Identifying skills gaps or training needs.
- Developing training programs.
- Career development.
- Employment transitions.
- Career Ladders and Lattices.

### **Q: What is the value of using O\*NET for job seekers?**

A: Job seekers are able to:

- Learn which jobs fit their interests, skills and experience.
- Compare current skills to skills required for different jobs.
- Explore growth career profiles using the latest Labor Market Information.
- Maximize earning potential and job satisfaction.
- Identify success factors in current field and related occupations.
- View occupation summaries and details.



### **Q: What is the value of using O\*NET for Employers?**

A: O\*NET helps employers with:

- Job Descriptions.
- Human Resource Planning.
- Organizational Structure and Design.
- Job Design and Job Reengineering.
- Organizational Development.
- Succession Planning.
- Training Needs Analysis.
- Career Development.
- Workforce Development.



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## O\*NET Resource Center

A menu of informative links including topics like: What is O\*NET, data collection, getting O\*NET data, the science behind O\*NET, and O\*NET's websites and tools.

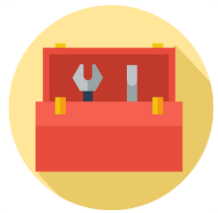
<https://www.onetcenter.org/>



## O\*NET Career Exploration Tools

Self-directed career exploration/assessment tools to help workers consider and plan career options, preparation, and transitions more effectively.

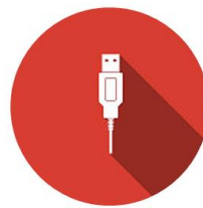
<https://www.onetcenter.org/tools.html>



## O\*NET Toolkit for Business

Provides a wealth of background information on the features of O\*NET.

<https://www.onetcenter.org/action.html#toolkit-for-business>



## O\*NET Code Connector

Helps workforce professionals determine the correct O\*NET-SOC codes for job orders, job applicants, and UI Claimants.

<https://www.onetcodeconnector.org/>



## My Next Move

Helps job seekers find meaningful careers using tools like the Interest Profiler.

<https://www.mynextmove.org/>



## Spanish Language Resources





Resource links to popular webpages like Mi Proximo Paso (My Next Move) and Spanish language questionnaires.

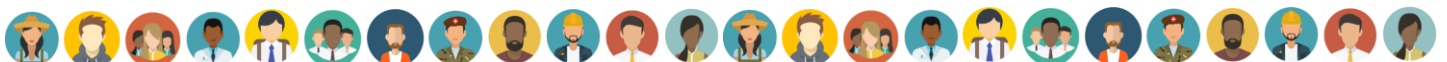
<https://www.onetcenter.org/spanish.html>



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## Where Can I Find It?

	O*NET SITES				
		MY NEXT MOVE	MI PRÓXIMO PASO	MY NEXT MOVE 	
Bright Outlook Occupations	✓	✓	✓	✓	
Browse Careers by Industry	✓	✓	✓	✓	
Career Exploration Tools				✓	
Find Careers Similar to a Military Job	✓			✓	
Green Economy Occupations	✓	✓	✓	✓	
Find O*NET SOC Codes	✓				✓
Interest Profiler / Questionnaires		✓	✓	✓	
Search by Occupation	✓	✓	✓	✓	
Search by Keywords	✓	✓	✓	✓	✓
Careers by Job Preparation	✓				
Crosswalks	✓				
Job Families Careers	✓				✓
Job Zone Careers	✓				
STEM Careers	✓				
Technology Specific	✓				
Hot Technologies	✓				



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## Occupation Summary Report

Updated 2019  
Bright Outlook

Summary Report for:  
15-1151.00 - Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Sample of reported job titles: Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist, Technical Support Specialist

View report: Summary Details Custom

Tasks | Technology Skills | Tools Used | Knowledge | Skills | Abilities | Work Activities | Detailed Work Activities | Work Context | Job Zone | Education | Credentials | Interests | Work Styles | Work Values | Related Occupations | Wages & Employment | Job Openings | Additional Information

Tasks

5 of 14 displayed

- Answer user inquiries regarding computer software or hardware.
- Oversee the daily performance of computer systems.
- Read technical manuals, confer with users, or conduct computer support.
- Set up equipment for employee use, performing or enrolling in training.
- Develop training materials and procedures for train users.

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Technology Skills

5 of 61 displayed Show 14 tools used

- Data base user interface and query software — Data entry software, Microsoft Access, MySQL, Oracle JDBC
- Development environment software — Apache Ant, C, Eclipse IDE, Microsoft PowerShell
- Object or component oriented development software — Apache Groovy, jQuery, Oracle Java, Swift
- Operating system software — Apple macOS, Linux, Microsoft Windows, Oracle Solaris
- Web platform development software — Drupal, JavaScript, Microsoft ASP.NET Core MVC, Ruby on Rails

Hot Technology — a technology requirement frequently included in employer job postings.

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Knowledge

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- Computers and Electronics — knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Telecommunications — knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

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Skills

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- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Speaking — Talking to others to convey information effectively.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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Abilities

5 of 14 displayed

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

The Summary Report displays the most important variables within each available category for the occupation of interest.





# O\*NET FOUNDATIONS SERIES

## O\*NET Site Definitions

### O\*NET

- O\*NET is a unique, powerful source for continually updated occupation information and labor market research. By using a contemporary, interactive skills-based database and common language to describe worker skills and attributes, O\*NET transforms mountains of data into precise, focused, occupational intelligence that anyone can understand easily and efficiently.

### My Next Move

- My Next Move is an interactive tool for job seekers and students to learn more about their career options. The site has tasks, skills, salary information, and more for over 900 different careers. Users can find careers through keyword search; by browsing industries that employ different types of workers; or through the O\*NET Interest Profiler, a tool that offers personalized career suggestions based on a person's interests and level of work experience.

### Bright Outlook Occupations

- Bright Outlook Occupations are expecting to grow rapidly in the next several years, or will have a large number of job openings or are new and emerging occupations.

### Career Clusters

- Career Clusters contain occupations in the same field for work that require similar skills. Students, parents, and educators can use Career Clusters to help focus education plans towards obtaining the necessary knowledge, competencies, and training for success in a particular career pathway.

### Green Economy Sector

- The green economy will cause a change in occupations' employment demand or work and worker requirements such as tasks, skills, knowledge, and credentials. Green Occupations are linked to Green Economy Sectors.

### Industry

- Industries are broad based groups of business or organizations with similar activities, products, or services. Some occupations extend beyond their primary industries.



# O\*NET FOUNDATIONS SERIES

## O\*NET Site Definitions

### Job Family

- Job Families are groups of occupations based upon work performed, skills, education, training, and credentials.

### Job Zone

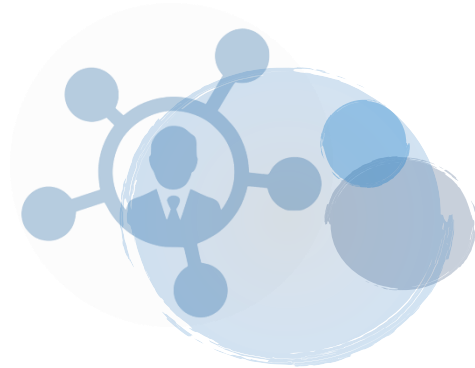
- Job Zone groups occupations into one of five categories based on levels of education, experience, and training necessary to perform the occupation.

### STEM

- STEM occupations require education in science, technology, engineering, and mathematics disciplines.

### O\*NET Interest Profiler

- The O\*NET Interest Profiler is a family of self-assessment career exploration tools that can help clients discover the type of work activities and occupations they may like and find exciting. This online tool is part of My Next Move and Mi Proximo Paso.



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## O\*NET Crosswalk Definitions

### Military

- A United States military code, or a military occupational specialty code (MOS), is a nine-character code used in the United States Army and United States Marine Corps to identify a specific job. In the United States Air Force, a system of Air Force Specialty Codes (AFSC) is used.

### Occupation Handbook

- The Occupational Outlook Handbook (OOH) is a publication of the United States Department of Labor's Bureau of Labor Statistics that includes information about the nature of work, working conditions, training and education, earnings and job outlook for hundreds of different occupations in the United States.

### DOT

- The Dictionary of Occupational Titles (DOT) refers to a publication produced by the United States Department of Labor which helped employers, government officials, and workforce development professionals to define over 13,000 different types of work, from 1938 to the late 1990s.

### Education

- The Classification of Instructional Programs (CIP) is a taxonomy of academic disciplines at institutions of higher education in the United States and Canada. The CIP was originally developed by the National Center for Education Statistics (NCES) of the United States Department of Education in 1980 and was revised in 1985, 1990, 2000 and 2010.

### SOC

- Standard Occupational Classification (SOC) is used to standardize occupation information. Users can relate a job title or occupational specialty to an O\*NET occupation. O\*NET is a SOC based system.

### RAPIDS

- The Registered Apprenticeship Partners Information Data System (RAPIDS) contains participant-level data on Registered Apprenticeships in 25 nationally-administered state programs as well as nine additional State Apprenticeship Agencies. It's primarily used in searching for codes or titles for apprenticeship occupations.

